

service centre **five**

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Tesseract's hosting service rescues **Burgin** from server failure!

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clients comment:

"The Service Centre system has been a great fit for our business that services multi-site customers via a team of 27 mobile service technicians."

tesseract comment:

Tesseract switched all of Burgin Maintenance's Service Centre data to a hosted service within 24 hours, enabling them to continue to operate relatively unaffected after an internal server failure.

When heating and air conditioning specialist Burgin Maintenance suffered a potentially catastrophic server failure, Tesseract's Service Centre service management system's hosting service came to the rescue.

"Tesseract were amazing," says joint managing director Nick Burgin. "They were able to switch all our Service Centre data to a hosted service within 24 hours - and that not only saved us the nightmare of the horrendous loss of all our service data but, crucially, it also enabled us to continue to operate relatively unaffected. Tesseract provided a superb service."

Some idea of the impact that lost data could have had on the business can be gained from the fact that 42-employee Burgin Maintenance offers a mix of planned and reactive maintenance on all types of heating and air conditioning equipment to a wide client base throughout the South East - including a major supermarket chain - and that the company annually handles around 5,000 service calls.

Ever since the company started using Service Centre in 1999 Nick Burgin says the system has been "a great fit for the business" that services multi-site customers via a team of 27 mobile service technicians. "Service Centre has been consistently reliable," he adds.

With integrated modules embracing Customer Assets, Call Control, Parts, Repairs, Quotes and Prospects as well as Remote Engineer Access, Invoicing and Meter Billing, Tesseract's 'Service Centre' service management system offers powerful functionality for service-centric companies of every size:



- Asset tracking and configuration control with serial/asset numbers and full audit trail;
- Contract administration with SLA, billing, warranty control and third party support;
- Meter billing; usage, minimum and block together with consumables;
- Service call logging with diary, SLA escalation and full audit trail;
- Engineer dispatch with job update, parts usage and job invoicing;
- Logistics control for warehouse and van, both repairable and disposal parts;
- Full workshop repair module including booking in/out wizard and full audit;
- Sales tracking system with remote access for salesmen;
- Generation of sales, service or contract quotations using simple wizard.

While it is too early for Burgin Maintenance to decide whether to continue to utilise Tesseract's hosting service - "since the server failure, the priority has been to maintain our superlative service standards" - Nick Burgin says that the potential 'add-on' benefits of hosting in terms of savings in file storage and IT maintenance, for example, will be investigated in due course.

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